

Watoto Pediatric & Adolescent Specialty, LLC

Office Policies and Procedures

Welcome to Watoto Pediatrics & Adolescent Specialty! Thanks for choosing us to partner with you to ensure a healthy upbringing for your children. In order to run an efficient office and meet the needs of all our families, we have established the following office policies and procedures.

Appointments

It is very important to schedule an appointment before arriving at the office. When scheduling your appointment, please provide the receptionist with an exact description of your child's problem so that we allocate sufficient time in our schedule to meet the needs of the child, whether the child is acutely ill or coming for a well-child examination. If your child is experiencing frequent coughing, wheezing, abdominal pains, needs an evaluation for developmental concerns or a physical for camp, we will be able to schedule appropriately. When calling to schedule an appointment, please give the receptionist your current insurance information.

Missed Appointments, Late Arrivals, and Cancellations

If you know that you will not arrive at your scheduled appointment time, please call ahead to let us know. You may be asked to reschedule if you arrive more than 15 minutes late for a well-child appointment. If you are more than 15 minutes late for a sick visit, your appointment may be rescheduled for the next open appointment. Please provide at least 24-hours notice if you must cancel a well-child visit. You will be charged \$75 for well-child and extended visits, and \$35 for all other visits if you fail to keep a scheduled appointment and do not notify us in advance.

Paperless Office

We are using Electronic Medical Records system to ensure the most efficient care is available to our patients; thus, we do not have any paper charts in our office. All patient information is held in a secure computer network with backup. Only providers and administrative staff have access to the data and information needed to accomplish their work. This will ensure protection of the privacy and confidentiality of your family's health information.

Forms

We require at least a 4 day notice for all forms, which you must bring with you at the time of your visit. A standard physical form, the Virginia High School Sports Clearance form and other forms are part of our electronic medical record. A \$10 fee will be charged to complete forms and must be paid for in advance. You may request a copy of your child's immunization record at no charge.

Medical Record Release

Medical records are the property of Watoto Pediatric and Adolescent Specialty. Requests for a copy of a patient's records must be made in writing as required by Virginia state law. We will provide a form to be filled out in order to obtain your child's records. For patient confidentiality we do not fax medical records. There is a fee of \$20 for preparing and copying records. Payment is required when the records are picked up.

Requesting a Referral

If a specialist requires a referral for an appointment, we need 5 to 7 business days for routine referrals since some insurance and procedures require a preauthorization. Emergency appointments are the exception. You should call the specialist's office and ask if they participate with your insurance. Referrals must be picked up.

Telephone Calls

During office hours, the doctor's schedules do not allow for patient telephone calls unless there is an urgent or emergency situation. The receptionist or nurse will direct your question or concern, which they are not able to answer, to the physician. Telephone calls are returned by the end of the day.

Parental Consent

A parent or legal guardian must accompany and remain with a child under the age of 18 during treatment at the office. A signed parental consent must be in your child's chart or brought in by the adult accompanying your child in order for us to treat the child in your absence.

Financial Policies

We must have a current copy of your insurance card on file for service to be provided. Any changes in your insurance coverage must be given to the receptionist when you arrive at the office or by calling in prior to coming in for your appointment. New babies must be added to your insurance policy within thirty (30) days after the baby is born.

Parents and/or guardians must take responsibility to know insurance benefits for their family. You will be required to pay in full at the time of service if we are unable to verify your insurance benefits. All insurance co-pays and percentages are due on the day of the visit. We accept cash, personal checks, VISA, and MasterCard. Returned checks will be assessed a \$35 returned check fee.

You will be responsible for payment of the entire bill if we have not received payment from your insurance company within (90) days from the date the claim was filed. We will give you a refund if the insurance company pays after you have paid. It is parent's responsibility to see that charges submitted to the insurance carrier are paid in a timely manner; therefore, it really helps when the policyholder gets involved.